



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

HIGHER DIPLOMA IN HUMAN RESOURCE MANAGEMENT

BHR 3103: PRINCIPLES OF HUMAN RESOURCE MANAGEMENT

SPECIAL SUPPLEMENTARY EXAMINATION

SERIES: SEPT. 2017

TIME: 2 HOURS

DATE: 19 Sep 2017

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attempt question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

Question ONE

- a) Describe FOUR objectives of Human Resource Management (8 mks)
- b) Identify and explain FIVE features of Human Resource Planning (10 mks)
- c) Define the following terms:
 - i. Job Description (2 mks)
 - ii. Job Specification (2 mks)
- d) Explain FOUR external sources of recruitment (10 mks)

Question TWO

- a) Describe FIVE causes of faulty career decisions (10 mks)
- b) Discuss FIVE qualities of good grievance and dispute handling procedure (10 mks)

Question THREE

- a) Identify and explain FIVE indicators of job satisfaction (10 mks)
- b) Explain FIVE needs for training and developing employees (10 mks)

Question FOUR

- a) Describe FIVE factors that affect wage and salary administration (10 mks)
- b) State and explain FIVE objectives of performance appraisal (10 mks)

Question FIVE

- a) Explain FIVE benefits of employee welfare services (10 mks)
- b) Identify and explain FIVE uses of communication in an organization (10 mks)